



## City of Austin - JOB DESCRIPTION



### Animal Services Supervisor

<b>FLSA:</b>	Standard/Exempt	<b>EEO Category:</b>	(50) Para-Prof
<b>Class Code:</b>	19032	<b>Salary Grade:</b>	JL0
<b>Approved:</b>	November 03, 2000	<b>Last Revised:</b>	February 26, 2009

#### Purpose:

Under general supervision, supervises operations of assigned section (s) of the Animal Services Division.

#### Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Plan, assign and supervise the work of assigned personnel and provide advice and counsel to subordinates in ordinances, policies and regulations.
2. Perform quality control reviews of work assigned to personnel.
3. Ensuring compliance with unit procedures, policies, and protocols.
4. Dealing with the public answering complaints and advising them on laws, ordinances, policies and regulations.
5. Assist in developing in coordination with management, policies and procedures for assigned area (s) of responsibility.
6. Assist in budget preparation and utilization and tracking of resources.
7. Interpret section (s) policies and procedures to subordinates and customers.
8. Perform assigned section (s) administrative functions and special projects.
9. Maintain and update automated record keeping and files.
10. Coordinate with other agencies in activities related to the designated section (s)
11. Coordinate with other section (s) supervisors scheduling of staff.
12. May prepare notifications for the news media

#### Responsibilities - Supervisor and/or Leadership Exercised:

- Responsible for the full range of supervisory activities including selection, training, evaluation, counseling, and recommendation for dismissal.

#### Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

1. Knowledge of animal and rabies control laws and ordinances including care, restraint, quarantine, animal behavior, anatomy, hygiene, nutrition, first aid and customer service.
2. Knowledge of humane and safe animal care
3. Knowledge of good customer relations dealing tactfully and professional with customers and public in emotional or adversarial conditions.
4. Knowledge of personal computers and word processing software, mainframe processors, printers, faxes and copiers.
5. Ability to maintain effective working relationships with management, coworkers and the general public.
6. Ability to communicate effectively oral and in writing to respond to inquiries and prepare and present information.
7. Adhere to disease management and safety protocols.

#### Minimum Qualifications:

- Graduation from High School or equivalent, plus three (3) years of experience in a related field, one (1) year of which were in a lead or supervisory capacity

#### Licenses and Certifications Required:

- Valid Texas Class C Drivers License.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.